- Troubleshooting the Connection to the Audio Server System
- Troubleshooting Telephony Configuration

Troubleshooting the Connection to the Audio Server System

If you cannot connect to the Cisco Unified MeetingPlace Audio Server system by using MeetingTime, try any or all of the following tasks:

- Enter **ping** to ping a known good IP address to determine if the network can access the Cisco Unified MeetingPlace Audio Server system.
- Confirm with the network administrator that Cisco Unified MeetingPlace has been set up in the local host file.
- Check that you performed all the steps in the Setting Up Dial-Up Networking.
- Check the network cabling.
- If possible, use a PC to check the LAN connectivity.
- Verify the network configuration by entering the **net** command.
- Verify the IP address, subnet mask, and default gateway values.
- Make sure that all cards and transition modules are seated properly.
- Check all cables and connections.

Note: For CLI command information, see the Command-Line Interface Reference.

If these actions do not correct the problem, contact Cisco TAC. See Obtaining Support.

Troubleshooting Telephony Configuration

To Troubleshoot Telephony Configuration

1. Check that the information you entered into MeetingTime from the Database Planning Worksheets is correct.
2. Check all the physical connections to the Cisco Unified MeetingPlace Audio Server system.
3. For the Cisco Unified MeetingPlace 8112, check that no LEDs are in a bad state. (See Alarm Panels for the Cisco Unified MeetingPlace 8112.)
4. If you made any changes to the MeetingTime configuration, access the CLI and enter **restart** .

5. After the Cisco Unified MeetingPlace Audio Server system comes back up, repeat the testing procedures.

If these actions do not correct the problem, contact Cisco TAC. (See Obtaining Support.)